Change Management Improvements 04-15-02

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 1 Introduction and Scope Qwest implemented Section 1 as agreed to by the Redesign Team on October 2, 2001.	1	October 3, 2001	Qwest has complied with this process for over 6 months. Qwest processed 154 new OSS Interface CRs between October 3, 2001 and March 26, 2002. Qwest processed 43 New Product Process CRs between October 3, 2001 and March 26, 2002. Qwest rejected only 1 Process CR on the grounds that it was deemed to be out of scope because the CR called for a change to how a specific PID is measured. The redesign team has subsequently agreed that changes to PIDs, how PIDs are measured, and changes to PAPs are out of scope for CMP.	Supporting References Supporting data can be found at the following URL: http://www.qwest.com/wholesal e/cmp/changerequest.html (Select either CLEC Change Request – Product/Process Interactive Reports or CLEC Change Request – Systems Interactive Reports.)

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 2	Varies by sub-section.	Qwest implemented Section 2 as	Qwest has modified the	Supporting data can be found at
		specified in the Qwest's Record	processes as necessary as	the following URLS:
Managing the Change		of Compliance column.	determined by the Redesign	
Management Process			Team.	http://www.qwest.com/wholesal
				e/cmp/poc.html (CLEC POC
Qwest implemented Section 2 as			Qwest posted a POC list on its	List)
agreed to by the Redesign Team.			CMP web site.	
				http://www.qwest.com/wholesal
			CMP Managers have been in	e/cmp/changerequest.html (See
			place since the inception of CMP	either Systems or
			in 1999.	Product/Process Interactive
				Reports. These contain the
			CR Project Managers have been	names of the CR Project
			in place (fulfilling the roles and	Managers assigned to each of the
			responsibilities described in the	CRs.)
			CMP) since August, 2001.	
				http://www.qwest.com/wholesal
			Escalation/Dispute Resolution	e/cmp/escdisp.html (See actual
			Managers have been in place	escalations.)
			(fulfilling the roles and	
			responsibilities described in the	http://www.qwest.com/wholesal
			CMP) since September, 2001.	e/cmp/review.html (This is the
				tool the CLECs use to submit
			Qwest posted a CLEC comments	comments on a given PCAT or
			tool on its CMP web site.	TechPub.)

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Process Section 3 Meetings Qwest implemented Section 3 as agreed to by the Redesign Team on August 8, 2002.		See Qwest's Record of Compliance column.	Qwest's Record of Compliance Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001 CMP monthly meetings were extended to 2 full day sessions per the request of the CLEC participants. Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001	Supporting References Supporting data can be found at the following URLS: http://www.qwest.com/wholesale/cmp/tmarchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)
			for the Systems CMP meetings. Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings. Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 4	September 20, 2001	September 20, 2001	Qwest has complied with this	The CRs that were candidates
Types of Change			process for over 7 months. It	for the IMA 10.0 Release, by CR
	Meeting minutes that reflect that		should be noted that there was	type, can be found at the
Qwest implemented Section 4 as	the Redesign Team reached		an impasse issue relating to the	following URL:
agreed to by the Redesign Team	agreement on this section of the		definition of Regulatory CRs	http://www.qwest.com/wholesal
on September 20, 2001.	Master Red-line document can		that was resolved on April 4,	e/downloads/2001/011012/Syste
	be found at the following URL:		2002. However, the team had	ms Distribution Doc.pdf (See
	http://www.qwest.com/wholesal		reached agreement on the other	Distribution Package for 10-18-
	e/cmp/redesign.html (See		aspects of the definition and the	01, Attachment E for CRs
	Meeting Minutes – CMP		impasse resolution did not	originally classified as
	Redesign Meeting September 18		change the language contained	Regulatory CRs and Attachment
	and 20 Final Minutes, Pages 6		in the Master Red-line	F for Qwest Originated and
	and 7.)		document.	CLEC Originated CRs. NOTE:
				There were no industry
			There were 4 Regulatory CRs, 0	Guideline CRs for the IMA 10.0
			Industry Guideline CRs, 24	Release.
			CLEC Originated CRs, and 25	
			Qwest Originated CRs on the	
			candidate list for the IMA 10.0	The CRs that were candidates
			Release.	for the IMA 11.0 Release, by CR
				type, can be found at the
			There were 2 Regulatory CRs,	following URL:
			16 Industry Guideline CRs, 10	http://www.qwest.com/wholesal
			CLEC Originated CRs, and 12	e/downloads/2001/011012/Syste
			Qwest Originated CRs on the	ms Distribution Doc.pdf See
			candidate list for the IMA 11.0	Distribution Package for 10-18-
			Release. It should be noted that	01, Attachment E for CRs
			the 2 Regulatory CRs were for	originally classified as
			PID improvements. Effective	Regulatory CRs and Attachment
			with Qwest's IMA 12.0 Release	F for Qwest Originated and
			and beyond, PID improvements	CLEC Originated CRs. NOTE:
			will be treated as either CLEC	There were no industry
			Originated CRs or Qwest	Guideline CRs for the IMA 10.0
			Originated CRs.	Release.

	It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2002 Qwest processed and closed 68 OSS Interface CRs.
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Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 5	September 5, 2001 (Original)	October 1, 2001(Original)	Qwest has complied with the	Supporting data can be found at:
			revised process for over 5	Http://www.qwest.com/wholesal
Sections 5.1 and 5.2	Meeting minutes that reflect that	October 30, 2001 (Revised)	months.	e/cmp/changerequest.html
CLEC-Qwest OSS Interface	the Redesign Team reached			(Select CLEC Change Request –
Change Request Initiation	agreement on this section of the		Section 5.1 Between November	Systems Interactive Reports.)
Process	Master Red-line document can		1, 2001 and March 26, 2002	
	be found at the following URL:		Qwest processed 103 new OSS	
Qwest implemented Section 5.1	http://www.qwest.com/wholesal		Interface CRs in accordance	
as agreed to by the Redesign	e/cmp/redesign.html (See		with the CLEC-Qwest OSS	
Team on September 5, 2001.	Meeting Minutes – CMP		Interface Change Request	
	Redesign Meeting September 5		Initiation Process. There are 9	
Qwest implemented the process	Final Minutes, Page 4.)		milestones Qwest tracks for each	
improvements that were agreed			CR 1.) Send Acknowledgement;	
to by the Redesign Team on	October 16, 2001 (Revised)		2.) Post CR to Web; 3.) Contact	
October 16, 2001.			CR Originator; 4.) Hold	
	Meeting minutes that reflect that		Clarification Meeting; 5.) Send	
It should be noted that Qwest	the Redesign Team agreed to		Initial Qwest Response; 6.) Post	
has proposed language to	modify this section may be		Initial Qwest Response to Web;	
address process improvements	found at the following URL:		7.) Present CR; 8.) Send Final	
(specific to the treatment of	http://www.qwest.com/wholesal		Qwest Response, if applicable;	
Regulatory and Industry	e/cmp/redesign.html (See		and 9.) Post Final Qwest	
Guideline Changes) that were	Meeting Minutes – CMP		Response to Web, if applicable.	
developed by the Redesign	Redesign Meeting October 16		For the time period specified	
Team. Qwest is prepared to	Final Minutes, Page 2.)		above, Qwest is responsible for	
implement these improvements			missing only 5 milestones out of	
once the Redesign Team accepts			a possible 599 milestones. This	
the proposed language.			equates to an average	
			compliance rate of 99.00%	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 5.3	September 5, 2001 (Original)	October 1, 2001(Original)	Qwest has complied with the	Supporting data can be found at:
CLEC Product/Process			revised process for over 5	Http://www.qwest.com/wholesal
Change Request Initiation	Meeting minutes that reflect that	October 30, 2001 (Revised)	months.	e/cmp/changerequest.html
Process	the Redesign Team reached			(Select CLEC Change Request –
	agreement on this section of the		Between November 1, 2001 and	Product and Process Interactive
Qwest implemented Section 5.3	Master Red-line document can		March 26, 2001, Qwest	Reports.)
as agreed to by the Redesign	be found at the following URL:		processed 36 new	
Team on September 5, 2001.	http://www.qwest.com/wholesal		Product/Process CRs in	
	e/cmp/redesign.html (See		accordance with the CLEC	
Qwest implemented the process	Meeting Minutes – CMP		Product/Process Change Request	
improvements that were agreed	Redesign Meeting September 5		Initiation Process. There are 9	
to by the Redesign Team on	Final Minutes, Page 4.)		milestones Qwest tracks for each	
October 16, 2001.			CR 1.) Send Acknowledgement;	
	October 16, 2001 (Revised)		2.) Post CR to Web; 3.) Contact	
			CR Originator; 4.) Hold	
	Meeting minutes that reflect that		Clarification Meeting; 5.) Send	
	the Redesign Team agreed to		Initial Qwest Response; 6.) Post	
	modify this section may be		Initial Qwest Response to Web;	
	found at the following URL:		7.) Present CR; 8.) Send Final	
	http://www.qwest.com/wholesal		Qwest Response, if applicable;	
	e/cmp/redesign.html (See		and 9.) Post Final Qwest	
	Meeting Minutes – CMP		Response to Web, if applicable.	
	Redesign Meeting October 16		For the time period specified	
	Final Minutes, Page 2.)		above, Qwest is responsible for	
			missing only 7 milestones out of	
			a possible 231 milestones. This	
			equates to an average	
			compliance rate of 97.00%	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 6 OSS Interface Release Calendar Qwest implemented Section 6 as agreed to by the Redesign Team on November 1, 2001	October 16, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)	November, 2001	Qwest has complied with the improved OSS Interface Release for over 5 months. The Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information. The revised OSS Interface Release Calendar was posted on the web in November, 2001. Quarterly updates were posted on the web in January, 2002 and in April, 2002.	The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html
Section 7 Introduction of a New OSS Interface Section 7.1 Introduction of a New Application to Application Interface	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001.	Qwest has not introduced a new application to application OSS interface since agreement was reached	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 7.2 Introduction of a New GUI Qwest implemented Section 7 as agreed to by the Redesign Team on November 1, 2001	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)	November, 2001	Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 milestones Qwest tracks with the introduction of a new GUI: 1.) Release Notification; 2.) Release Announcement; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest is 100% compliant in meeting these milestones with the exception of the actual implementation date, which has not yet arrived.	Supporting data can be found at the following URL: http://www.qwest.com/wholesal e/notices/cnla/bysubcat/1,1834,3 8,00.html
			which has not yet arrived.	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 8.0	November 1, 2001	See Qwest's Record of	Qwest agreed to implement no	
Change to Existing OSS		Compliance column.	more than 3 major IMA releases	
Interfaces	Meeting minutes that reflect that	_	and 3 IMA point releases within	
	the Redesign Team reached		a calendar year. Qwest has	
Qwest implemented Section 8.0	agreement on this section of the		complied with this process for	
as agreed to by the Redesign	Master Red-line document can		over 2 years.	
Team on November 1, 2001.	be found at the following URL:		-	
	http://www.qwest.com/wholesal		In 2001, Qwest implemented 2	
	e/cmp/redesign.html (See		major and 3 point releases. In	
	Meeting Minutes – CMP		2002, Qwest has implemented 1	
	Redesign Meeting November 1		major and 1 point release Y.T.D.	
	Final Minutes,			
	Page 8.		Qwest agreed to support the	
			previous major IMA release for	
			6 months after the subsequent	
			major IMA EDI (i.e., application	
			to application) release has been	
			implemented. Qwest has	
			complied with this process for	
			over 2 years.	
			IMA Release 6.0 was	
			implemented December 8, 2000	
			and IMA Release 5.0 was retired	
			June 8, 2001.	
			IMA Release 7.0 was	
			implemented April 22, 2001 and	
			IMA Release 6.0 was retired	
			December 7, 2001. (Qwest	
			exceeded its commitment to the	
			CLECs.)	
			IMA Release 8.0 was	

	implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)	
	Qwest agreed that major IMA releases should occur no less than 3 months apart. Qwest Has complied with this process for over 2 years. (See release dates above.)	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team	_		
Section 8.1	November 1, 2001	November, 2001	Qwest introduced Changes to an	Supporting data can be found at
Application to Application			Existing OSS Interface –	the following URL:
Interface	Meeting minutes that reflect that		Application to Application	http://www.qwest.com/wholesal
	the Redesign Team reached		Interface on April 4, 2001.	e/notices/cnla/bysubcat/1,1834,5
Qwest implemented Section 8.1	agreement on this section of the		There are 6 milestones Qwest	<u>6,00.html</u>
as agreed to by the Redesign	Master Red-line document can		tracks for changes to an existing	
Team on November 1, 2001.	be found at the following URL:		application to application	
I	http://www.qwest.com/wholesal		interface: 1.) Draft Interface	1
	e/cmp/redesign.html (See		Technical Specifications; 2.)	
	Meeting Minutes – CMP		Walk-through of Draft Interface	
	Redesign Meeting November 1		Technical Specifications; 3.)	
	Final Minutes,		Qwest Response to CLEC	
	Page 8.		Comments; 4.) Final Interface	
			Technical Specifications; 5.)	
			Joint Testing; and 6.)	
			Deployment. Qwest is 100%	
			compliant with the first 2	
			milestones. The remaining 4	
			milestones have not yet arrived.	
			Qwest Response to CLEC	
			Comments and Final Interface	
			Technical Specifications are due	
			on May 8, 2002. Joint Testing	
			runs from May 18 through June	
			16. Deployment is June 16,	
			2002.	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
G 41 02	the Redesign Team	N 1 2001		
Section 8.2	November 1, 2001	November, 2001	Qwest introduced changes to an	http://www.qwest.com/wholesal
Graphical User Interface	Martina minorta de desente		existing OSS Interface – GUI	e/notices/cnla/bysubcat/1,1834,4
0 4: 1 4 10 4: 92	Meeting minutes that reflect that		(CEMR) on April 7, 2001.	5,00.html (See CEMR Release
Qwest implemented Section 8.2	the Redesign Team reached		There are 4 milestones Qwest	1.03.06 notices.0
as agreed to by the Redesign	agreement on this section of the Master Red-line document can		tracks for changes to an existing GUI: 1.) Draft GUI Release	
Team on November 1, 2001.			*	
	be found at the following URL:		Notice; 2.) Qwest Response to	
	http://www.qwest.com/wholesale/cmp/redesign.html (See		CLEC Comments; 3.) Final	
	•		Interface Release Notice; and 4.)	
	Meeting Minutes – CMP		Deployment. Qwest is 100%	
	Redesign Meeting November 1 Final Minutes,		compliant with the first 3	
	· ·		milestones. The remaining	
	Page 8.		milestone has not yet arrived.	
			Deployment is planned for May	
Seed's a O	N 1 1 2001	N 1 2001	5, 2001.	
Section 9	November 1, 2001	November, 2001.	Qwest has not retired an existing	
Retirement of Existing OSS			application to application OSS	
Interface	Meeting minutes that reflect that		interface since agreement was	
	the Redesign Team discussed		reached	
	this section of the Master Red-			
	line document can be found at			
	the following URL:			
	http://www.qwest.com/wholesal			
	e/cmp/redesign.html (See			
	Meeting Minutes – CMP			
	Redesign Meeting November 1			
	Final Minutes,			
	Page 12. Although the minutes			
	do not specifically reflect that			
	agreement was reached, the			
	process was incorporated in the			
	Master Red-line document,			
	which is indicative of			
	acceptance.			

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 10			Even though the Redesign Team	The CRs that were candidates
Prioritization			only recently reached	for the IMA 10.0 Release, by CR
			conceptual agreement on the few	type, can be found at the
Qwest implemented Section 10			remaining components of the	following URL:
and subsequent modifications to			Prioritization Process, the	http://www.qwest.com/wholesal
it as agreed to by the Redesign			CLECs have been able to	e/downloads/2001/011012/Syste
Team.			prioritize Regulatory CRs,	ms Distribution Doc.pdf (See
			Qwest Originated CRs and	Distribution Package for 10-18-
			Industry Guideline Interface CRs	01, Attachment E for CRs
			in addition to their own CRs as	originally classified as
			described below:	Regulatory CRs and Attachment
				F for Qwest Originated and
			There were 4 Regulatory CRs, 0	CLEC Originated CRs. NOTE:
			Industry Guideline CRs, 24	There were no industry
			CLEC Originated CRs, and 25	Guideline CRs for the IMA 10.0
			Qwest Originated CRs on the	Release.
			candidate list for the IMA 10.0	
			Release. The CLECs prioritized	
			everything except the Regulatory	The CRs that were candidates
			CRs in August 2001 and again in	for the IMA 11.0 Release, by CR
			October/November 2001.	type, can be found at the
				following URL:
			There were 2 Regulatory CRs,	http://www.qwest.com/wholesal
			16 Industry Guideline CRs, 10	e/downloads/2001/011012/Syste
			CLEC Originated CRs, and 12	ms Distribution Doc.pdf See
			Qwest Originated CRs on the	Distribution Package for 10-18-
			candidate list for the IMA 11.0	01, Attachment E for CRs
			Release. It should be noted that	originally classified as
			the 2 Regulatory CRs were for	Regulatory CRs and Attachment
			PID improvements. The CLECs	F for Qwest Originated and
			prioritized everything except the	CLEC Originated CRs. NOTE:
			Regulatory CRs. Effective with	There were no industry
			Qwest's IMA 12.0 Release and	Guideline CRs for the IMA 10.0
			beyond, PID improvements will	Release.

	be treated as either CLEC Originated CRs or Qwest Originated CRs.	

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 11 Application-to-Application	February 7, 2002	February, 2002	Although the Redesign Team on recently agreed to the improved	
Application-to-Application Interface Testing Qwest implemented Section 11 as agreed to by the Redesign Team on February 7, 2002.	Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Master Red-line document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes – 03/12/02, Page 14, Paragraph 2.)		process for interface testing, it should be noted that SATE has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.	
	14, r aragrapu 2.)			

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team	_		
Section 12	December 10 ,2001	February 2002	Qwest has complied with this	Supporting data can be found at
Production Support			process for over 2 months.	the following URL:
	Meeting minutes that reflect that			http://www.qwest.com/wholesal
Qwest implemented Section 12	the Redesign Team reached		Between February 2, 2002 and	e/notices/cnla/bysubcat/1,1834,3
as agreed to by the Redesign	agreement on this section of the		April 15, 2002, there were 3	8,00.html (See Planned Outage
Team on December 10, 2001.	Master Red-line document can		planned outages. In each	notification type.)
	be found at the following URL:		instance, Qwest met the	
	http://qwest.com/wholesale/cmp/		notification intervals specified in	
	redesign.html (see CMP		the CMP.	
	Redesign Meeting December 10-			
	11 Final Minutes, Page 7.)		It has been Qwest's practice,	Supporting data can be found at
			even prior to the Redesign effort	the following URL:
			to conduct post-deployment	http://www.qwest.com/wholesal
			meetings. The most recent	e/notices/cnla/bysubcat/1,1834,5
			example is the review of the	6,00.html (See 3/27 Release
			IMA 9.01 Release.	Notice
				SYST.03.27.02.F.04001.IMA_R
			Between February 1,2002 and	lse_9_01.doc
			March 31, 2002 Qwest	
			processed 0 Severity 1s, 11	
			Severity 2s, 496 Severity 3s, and	
			3 Severity 4s.	

Process Date	e Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
the R	Redesign Team	_		
Section 14 Escalation Process Qwest implemented Section 14 as agreed to by the Redesign Team on September 20, 2001. Mast be fo http:/ redes Desig	ember 20, 2001 eting minutes that reflect that Redesign Team reached sement on this section of the ster Red-line document can bound at the following URL: ://qwest.com/wholesale/cmp/ :sign.html (See CMP Re- ign Meeting Sept. 18 & 20 al Minutes – 10/10/01, Page	November 16, 2001	Qwest has complied with the Escalation Process for over 5 months. Between November 16 and March 26, Qwest processed 1 OSS Interface escalation and 4 Product/Process escalations in accordance with the CMP Escalation Process. Qwest tracks 8 milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 40 milestones. This equates to an average compliance rate of 98%.	Supporting data can be found at: Http://www.qwest.com/wholesal e/cmp/index.html (See Escalations and Disputes - Initiation - Ongoing - Archive)

Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	the Redesign Team			
Section 15	September 20, 2001	November 16, 2001	This process has been in place	Supporting data can be found at:
Dispute Resolution			for over 5 months., but has not	http://qwest.com/wholesale/cmp/
	Meeting minutes that reflect that		been invoked since agreement	escdisp.html
Qwest implemented Section 15	the Redesign Team reached		on the process was reached.	
as agreed to by the Redesign	agreement on this section of the		Qwest's Dispute Resolution tool	See Escalations and Disputes
Team on September 20, 2001.	Master Red-line document can		may be found on Qwest's CMP	- Initiation
	be found at the following URL:		web site.	- Ongoing
	http://QWEst.com/wholesale/cm			- Archive)
	p/redesign.html (see CMP Re-			
	Design Meeting Sept. 18 & 20			
	Final Minutes - 10-10-01, Page			
	5.)			